



2011.47.05

April 25, 2011

Public Service Commission  
101 Executive Center Drive  
Suite 100  
Columbia, SC 29210

Public Service Commission:

This is a letter of **PROTEST** for the Carolina Water's most recent request for a rate increase.

The poor residents who are unfortunate enough to be "served" by Carolina Water already pay **THE** highest rates for water and sewer in Richland and Lexington Counties. We are being charged a very high rate for Town of Lexington water to be delivered through Carolina Water's pipes. Our monthly bill now is over \$70.00 and when we must water our yard (even though we are not using the sewer) our bill easily is \$130.00+.

In order to support our extreme protest of an 80% rate increase, we would like to explain just a few of the issues we have experienced with Carolina Water Service.

Firstly, for the last year, Carolina Water has had a huge billing problem. We were for a period of at least six months, 3 months behind in receiving our water bills. To this day, we are still one month behind in billing. It is a hardship on residents to budget for the bill when you have to recall what was happening two months ago!

Secondly, we have noticed that Carolina Water has been repairing quite a few pipes in our neighborhood for the last year due to breakage. We had such an occurrence in our yard, as well as three other immediate neighbors. They have never performed any type of maintenance on their system. If the request for an increase is in order to perform maintenance on their pipes, our opinion is they should have been done all these years while they have been making a large profit and have been charging us these high water and sewer rates.

Thirdly, we have low water pressure since we moved into our house in 1995. Our house is at one of the high points in the neighborhood. We have called numerous times, only to be told they used too small of pipes when they put the system in and there is nothing they can do about the low water pressure which we pay dearly for.

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Fourthly, Carolina Water also has closed their local office. So customers are forced to mail in their bills. I feel relatively sure they closed their local office so they would not have to hear the complaints and rage of their local customers. We now must call an 800 number and speak to someone out of state when we have a problem or a concern.

We will be glad to appear before the Commission to strongly protest giving Carolina Water Service ANY rate increase. A company should not be rewarded for taking a large profit at the expense of their customers who are held captive and have no other service choice. We would be so glad to be served by the Town of Lexington Water, especially since we are using their water and only the pipes of Carolina Water service with which to receive the Town of Lexington's water!!

Sincerely,

A handwritten signature in cursive script that reads "Leland & Laura Sullivan".

Leland and Laura Sullivan  
525 Harbour Place Court  
Lexington, SC 29072  
803-356-7569